

# Repairs checklist

To report a repair, call our Customer Services team on **0300 300 0059** or email **enquiries@severnsidehousing.co.uk**



Repair	Our responsibility	Your responsibility	Chargeable service
Lighting in communal entrance or landing	✓		
Blocked guttering	Cleared as part of the MOT programme		
Window won't close or open	✓		
Broken shower (which we fitted)	✓		
Leaking roof	✓		
Loss of power	✓		
Problem with your hot water or heating	✓		
Decorating the outside of your home	Completed as part of the MOT programme		
Repair tap or kitchen unit	✓		
Misted glass in windows	Replaced as part of the MOT programme		
Blocked sink, bath, shower or toilet		✓ We can offer advice to unblock	✓ If blockage caused by customer
Replacement toilet seat		✓	
Condensation		✓ We can offer advice to reduce	
Lost key		✓	✓
New bulb for lighting inside your home or for your security lighting		✓	✓
Broken/smashed window		✓ We will make safe only	✓
Fixtures and fittings (e.g. curtain rails)		✓	
Minor crack in the plaster inside your home		✓	
Pest control (e.g. bees, wasps or squirrels)		✓	
Replacing a blown fuse		✓	
Damaged electrical socket (except fair wear and tear)	✓		✓ If damage caused by customer
Decorating the inside of your home		✓	

We aim to complete repairs which are our responsibility within our repair timescale targets. Please visit our website **www.severnsidehousing.co.uk** to find out more.

**Better homes. More homes. Help us make your rent go further.**

